

2013 Processing Electronic Income Withholding Orders (e-IWO)

Employer Questions and Answers

- 1. Can the e-IWO handle all garnishments from CA Franchise Tax Board, County of San Diego DCSS, etc? Does the federal government collect for the state?**

Only the child support orders generated by state child support systems are in the e-IWO project, e.g., no FTB orders.

- 2. At my firm, I handle the garnishment/liens. I enter them into our ADP payroll system and respond but ADP sends the payments. Will I have a problem using the e-IWO system, since my firm would not be sending payments electronically?**

You should not have a problem, since e-IWO is completely separate from the payments made to the states.

- 3. Our company is an international employer with locations in different states and territories with their own divisions. Each division processes the garnishments for their own respective employees. Will e-IWO work with this type of employer?**

Most likely, but we'd have to talk with the company/organization to see your setup and if multiple e-IWO profiles would be necessary.

- 4. How do you get started to use the PDF file? I thought you only showed how to get started with the system-to-system format.**

Just send me an e-mail at William.stuart@acf.hhs.gov and I'll send you information about the project and the forms needed to get registered.

- 5. Is the e-IWO mandatory? If it's not, will it ever be?**

The e-IWO is a voluntary program.

- 6. Is there software that needs to be installed?**

No special software is needed. All that is required is the free Adobe Reader, version 8 or higher, and Microsoft Excel.

- 7. Is there a specific website to start the portal registration?**

To start the portal registration, please e-mail Bill Stuart at William.stuart@acf.hhs.gov.

- 8. Will this change the California State Disbursement Unit process to request for the identifier numbers from private attorneys?**

Since the question asks about orders from private attorneys and e-IWO only processes orders generated by state child support systems, the answer would be no.

- 9. Is this for all garnishment orders or just child support?**

The e-IWO is just for the child support orders issued by state child support systems.

- 10. We outsource our payroll. How would I send the request for Child Support Withholdings to them? In the past, I would fax the request to our assigned payroll specialist.**

The orders can be e-mailed, since they are sent to employers as image-ready PDFs. If this is done, we would strongly encourage employers to use a secure e-mail method, since the orders contain SSNs, names, etc.